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FROM THE ADMINISTRATOR'S DESK

The state of the Leon County Health Department is comprised of two factors; first, the state of the health of the citizens of Leon County and second, the state of the health department's staff morale, effectiveness, and efficiency of its programs. In July 2002, my assessment is that the state of the Leon County Health Department is very good; not quite excellent, but better than good.

Our health department mission is "to promote health and prevent disease." Looking at the health of our community, we compare ourselves to the rest of the State and to selected, similar counties. By looking at YPLL (Years of Potential Life Lost less than 75 years of age), we can compare ourselves and adjust for differences in the ages of the populations being compared. Overall, we see Leon with 6,445, Alachua with 6,789 and Florida with 8,207 per 100,000 population. We are doing better.

We have 244,000 residents in Leon County and about 3,000 babies born here whose mothers are residents of our county. Looking at our population's health from preconception through life, we can get an idea of our success and areas we need to work harder on. Leon County has the highest percent of pregnant women receiving prenatal care in the first trimester of pregnancy of any Florida county. We do, however, still have an infant mortality rate higher than the State and a higher rate of low-birth-weight babies than the State average. We have slightly more vaccine-preventable disease, much less syphilis, and a much lower rate of AIDS than the State.

Looking at chronic disease, our overall cancer rate of years of life lost (YPLL) is lower, as it is for cervical cancer and colorectal cancer. Breast cancer YPLL is about the same as the State but our prostate cancer is a bit higher. YPLL for cardiovascular disease is much lower as it is for heart, lung and diabetes compared to the State. Not surprisingly, our situation for prenatal conditions is worse than the State. Infant mortality, low birth weight and repeat pregnancy to women 15-19 years old are all high.

Our health department's Infant Mortality Committee is charged with finding what we can do differently with our current resources, to make a positive impact on this poor outcome. We use employee advisory committees to brainstorm, think outside the box, and suggest solutions to numerous issues identified. We also have or recently had, staff advisory committees for: 7th Grade Immunizations, Staff Satisfaction, Recruitment and Retention, Health and Activities of Students, a committee on Improving Rates of Cervical Cancer, Chlamydia and Gonorrhea, committees on Diversity, Commitment to Community, Customer Satisfaction, as well as a standing committee to advise the administrator on any issues staff identify. These are in addition to our monthly General Staff meeting, monthly Supervisors' meeting, weekly Managers' meetings and routine Division staff meeting.

In December of 2001, the Leon County Health Department received its tri-annual review where all programs and processes are reviewed by the State Department of Health for compliance with State policies and for effectiveness and efficiency. Our health department did an outstanding job. We were one of six counties this year that were recognized as having exceptional Quality Improvement Reviews. That is a reflection of the dedication and hard work of staff. We value staff at the Leon County Health Department. In 2001, of 13 vacancies filled, we promoted 7 staff up. In 2000, we had 10 internal promotions and 10 reclassifications upward.

Looking to the future, the crystal ball is cloudy. We have major initiatives in bio-terrorism preparedness, in expansion of the dental health program, in continuing to assure access to primary health care in the community for the uninsured low-income folks and for figuring out ways to reduce communicable and chronic disease and promote healthy life styles. We have issues in WIC funding reductions that have already occurred, potential reductions in Full Service School funding and reductions to our health department trust fund. We are in good financial condition, we have met the State required reserve and have been holding positions vacant just in case any programmatic funding is reduced or eliminated. Thank you all for the fine work you have done and for your continued dedication to improving the health of the residents and visitors in Leon County. We can accomplish so much more in 2002 to Prevent Disease and Improve Health.

Art Cooper, Administrator

Environmental Health



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Staff Satisfaction Committee Staff Satisfaction Committee Report July 2002

The Staff Satisfaction Committee met on July 12, 2002 with the newly created Diversity Group. A general discussion was held regarding diversity issues and a preliminary schedule of meetings established. The Staff Satisfaction Group will meet as needed with the Diversity group throughout the process.

Staff Satisfaction members will look at the list of retention issues sent out via e-mail and prioritize the top two or three issues to work through. The projected completion date was extended to complete this process, as it was not possible to finish the process by the end of July.

Submitted by: Alex Mahon

Committee Members: Bill Fagen, David Gavin, Denyce Roberts, Gary Giovine, Jennifer Pollock, Julia Manciangli, Justine Merck, Karen Black, Lorraine Hampton, Marjorie Kirsch, Samantha Holliman, Shannon Mizelle, Towana Bonnett, Yolanda Miller

| June 2002 Monthly Activities | |
|-----------------------------------|---------|
| Institutions / Facilities | Numbers |
| Mobile Home Parks | 0 |
| Group Homes (Including Childcare) | 33 |
| Food Services | 66 |
| Tanning Facilities | 0 |
| Pools | 317 |
| APPLICATION LIST: | |
| New Systems | 33 |
| Repairs | 32 |
| Existing | 17 |
| Abandoned | 2 |
| OSTDS PERMITS ISSUED: | |
| New Systems | 38 |
| Repairs | 35 |
| Existing | 4 |
| Abandoned | 2 |
| OSTDS FINAL APPROVAL | |
| New Systems | 19 |
| Repairs | 34 |
| Existing | 7 |
| Abandoned | 0 |

ENVIRONMENTAL HEALTH ANNOUNCEMENTS

Our Childcare Licensing Inspector, Susan Arnold, retired on July 8, 2002. We will miss her and wish her the best!

We would like to welcome the following people to our office: Anie M. Ryan, from Jefferson County. Ms. Ryan graduated from Florida State University with a Bachelor of Science Degree in Biology. Another note: Maybe she can be converted!!!!!! Ms. Ryan will be working in the Onsite Sewage Program in Environmental Health Section. She has previously worked with the Department of Environmental Protection in the underground storage tank, hazardous waste and the drinking water programs. Ms. Ryan started on July 5th.

The other employee that we would like to welcome is Tony Weston. Tony comes to us from the State of Virginia. He graduated from Bethune Cookman College with a Bachelor of Science Degree in Biology. Mr. Weston has previously worked in Environmental Health Control and Sanitation with Kraft Foods and Pillsbury Company. Mr. Weston will be working in the Onsite Sewage Program in the Environmental Health Section.

Also, we would like to thank Cedric Mitchell, our borrowed intern from the State Health Office, for his assistance with the Biomedical Program. He has been assisting Joya Phillips with the exempt facilities. Cedric will be graduating from FAMU very soon.

WIC & NUTRITION

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Nutrition Note: The theory that certain foods will appeal to our taste buds and certain foods won't has a physiological basis. Our tongues have taste buds for five primary tastes: sweet, sour, salty, bitter, and umami. Presumably, early man identified sweet foods like berries as edible and energizing. Contrary, bitter foods were a warning that the food could be harmful and should not be eaten. Today we can utilize these different taste buds to enhance flavors when cooking. Sugar, for example, is added to tomato sauce and

salad dressing for added taste appeal. Sour ingredients like lemon juice give added zest to many dishes. Salt when added to desserts can actually heighten its sweetness. Have you ever put salt on watermelon? Lastly, umami is stimulated from foods that contain small protein molecules that are in some foods like eggs, aged cheeses, and mushrooms. The best way to stimulate your taste buds is to continually challenge them with a variety of foods.

WIC Note: The Leon WIC Program now has two offices open in the Health Department in Tallahassee: on Old Bainbridge Road and at Orange Avenue. In Wakulla, WIC is in the new health department building in Crawfordville. Lastly, Franklin's health department in Apalachicola and Carrabelle houses WIC. WIC's population is over 5000. WIC's staff is minus one. Rhonda Herndon, WIC Nutrition Supervisor, has moved on. She accepted a position as WIC Director in Sarasota. Good Luck Rhonda! Monique Norrbin, WIC Senior Public Health Nutritionist, is replacing Rhonda's old position over at the Orange Avenue site. Congratulations Monique!

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NURSING



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- Nursing THANKS all departments, as we came together to provide a luncheon to bid farewell to Karen Black, Administrative Assistant. Karen has moved to the Orlando area but during her tenure at the health department, she made an impact on everyone. We wish her well on all of her new endeavors. She will be missed by all.
- Nursing welcomes Mason Hale, Sr. Clerk, at Roberts/Stevens and Joanie Curce, SCHN, for the Municipal Way field team (and the Mobile Health Unit).
- Our prayers are with Ann Waltz, NPS, as she recuperates at home following surgery.
- **Congratulations go out to Karla Bass. On June 15, 2002 Karla gave birth to her son, Bryce James Bass. He weighed in at 7 lbs., 9 oz.**



COMMITTEE REPORTS

Seventh Grade Immunization Committee

A press release regarding 7th Grade immunizations, and the availability of school immunizations at the Health Department, recently appeared in the Tallahassee Democrat. Td vaccine, which has not been readily available for more than a year due to vaccine shortage issues, is now available at the Health Department. The Td vaccine is available in sufficient amounts so we can immunize students who are entering/attending 7th grade or whose temporary medical exemption has expired.

Submitted by: Ann Waltz

Committee Members: Karla Bass, Rhonda Herndon, Annie Brown, and Sheila Morris



Infant Mortality Workgroup

The Committee met in June at the Municipal Way Auditorium. We edited the Dental Health brochure for the Family Planning Clinics and will have a final version ready for approval next month. Pre-Conceptual Counseling Protocols are still in development.. Our next meeting is scheduled for July 12th at 3:00 p.m., at

Roberts/Stevens in the WIC classroom. As usual, we are always open to new members from any division within the Health Department with their supervisor's approval.

Submitted by: Jane Howard

Committee Members: Claire Anthony, Scharrieann Cohen, Paula Grix, Aleta Jarrett, Kara Loewe, Marilyn Mathis, Deborah McDonnough, Kaleema Muhammad, Cathy Molitaris, Shelia Morris, Shirley Thomas-Carpenter, and Stacey Washington.

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Cervical Cancer/Chlamydia/Gonorrhea Committee:

Main Effect (problem): Leon County Health Department's rates for cervical cancer, gonorrhea, and chlamydia exceed state standards.

Leon County Rates: Cervical cancer – 62.50% Chlamydia - 748 (228 of the 748 were 15-19 y.o. females)
Gonorrhea - 466 (98 of the 466 were 15-19 y.o. females)

Purpose of Committee: Identify causes that impact the Leon County Health Department's rates. Develop strategies to decrease the rates.

Goals: Cervical Cancer: Reduce the rate to 40/100,000 population
Chlamydia: Reduce the rate to 488
Gonorrhea: Reduce the rate to 240

Methods: Process Mapping and Fish boning

Causes For Problems: Equipment Causes: transportation, access to healthcare, materials; People Causes: health care practitioners, patients, policies/procedures, methods.

Strategies: Continue with advertisement, cross train staff, increase awareness campaign with private sector and clinic, condom distribution in the community, follow-up abnormal Paps in STD/Nursing, bus passes, incentives, work with the school health program regarding children with risky behavior, look for flexibility in programs, and involve male STD patients with questions such as "do you know your girlfriend's test results?" The committee found that many of the causes and strategies overlapped.

Facilitator: Frankie Mathews

Chairman: Faith Blocker

Committee Members: Aisha Gibson, V.Denise Clayton, Faith Blocker, Donna Moore, Gloria Whitaker, Pete Starling, Deidre Wilson, Mary Arnold, Dee Beckwith, Hazel Harrison, Marian Lockwood, Bertha Everitt, Ruth Amuso.

Submitted by: Faith Blocker

Commitment to Community Committee:

The committee has taken a summer break and will meet again in September except for "A Day In The Life" participation. Enrollment period is July 19-30th.

Submitted By: Janis French for Ann Waltz

Committee Members: Earline Gaines, Janis French, Nancy Cooper, Barbara Roufa, Jackie Gordon, Mary Henderson, Laurie Osgood, Monette Morrison, Jane Howard, and Karla Bass

Healthy and Active Students Committee:

The Healthy and Active Students Committee met June 12th at Roberts/Stevens. Pre and Post survey results from a six-week pilot project involving Body Mass Index measurement, education on nutrition and exercise and an instructor led exercise video session were reviewed. An expansion of this program is planned for the Fall as a lead into a proposed Afterschool Program for the Spring. Two formats for the Afterschool Program were reviewed and elements from both will be combined to form our final proposal. Our next meeting is scheduled for 3:00 p.m. on July 11th at the Municipal Way Auditorium.

Submitted by: Jane Howard

Committee Members: Aleta Jarrett, Jan Kibler, Deborah McDonnough, Cathy Molitaris, Sylvia Nelson, Barbara Rouga and Peggy Reinhardt.

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Repeat Teen Pregnancies/Family Planning for Teens Committee:

No meeting has been scheduled at this time.

Submitted By: Deborah McDonnough

Committee Members: Jenifer Fonseca, Suzanne Fields, Virginia Pristas, Sarah Hinson, Karalee Kleehammer, and Rosa Williams.

Disaster Preparedness

The final program in our Disaster Preparedness Series for the fiscal year was held on June 28th, when we conducted a mock smallpox immunization clinic. We were able to process about 50 individuals in approximately 50 minutes which was faster than we had projected. Not everyone received the vaccine due to individual's refusal or clinic rejection because of health or other reasons.

We truly appreciate all of the attendees who played out our scenarios that were meant to challenge us and indeed they did. We have some great actors at the Health Department who didn't want to stop their acting. We gained a lot of insight into what we did right and also what we need to improve on. We were grateful for everyone's participation and for the guests who joined us from Wakulla, Jefferson and Madison Health Departments, Leon County Sheriff's Department and the American Red Cross.

We were proud to be told that we conducted ourselves in a "professional manner". I want to thank the Clinic Team of Virginia Pristas, Faith Blocker, Jan Kibler, Cathy Ringe, Mary Henderson, Mary Levens, Donna Payne, Paula Grix, Letitia Lowe, Joya Philips, and Laurie Osgood. Great job everyone!

Submitted by: Gloria Whitaker

Supervisor Committee Meeting

The Supervisor Training Workgroup met on July 24, 2002. Members brainstormed and came up with some really great ideas in terms of needed training for supervisors and also for staff-level employees in terms of helping them to understand what supervisors do and what constraints supervisors sometimes have in trying to fulfill their job duties and simultaneously try to respond to employee's desires/needs. The workgroup plans to meet again on August 21, 2002 at 8:30, in the Municipal Way auditorium. Supervisors who are not members of the workgroup are encouraged to talk with their divisions representative to pass on their suggestions/concerns.

Submitted By: Jody Bryan

Committee Members: Terry Shipley, Shirley Thomas-Carpenter, Eleanor Duval, David Gavin and Jenifer Fonseca.



Mobile Health Unit News for May 2002



The Mobile Health Unit was very active in the community in June. In addition to the regular sites, the Unit took services to migrant workers on two visits in conjunction with the Migrant Education Program. The Unit also added Bethany House to the schedule of regular sites. STD provided 12 services in the community on National Testing Day, 128 services were provided on the Mobile Health Unit in June. More clients are coming to the Unit in our locations in the remote parts of the county. Joanie Curce and Donna Payne have scheduled 2 focus group meetings for next month to find out what services clients would like to receive and ideas for improving our delivery of services.

MOBILE HEALTH UNIT - LEON COUNTY HEALTH DEPARTMENT - AUGUST 2002

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|-----------|--|--|---|---|-----------|
| | | | 1 CENTERVILLE POST OFFICE 9:00 – 11:00 BRIARWOOD APTS. 2:00 – 4:00 | 2 LAKE JACKSON POST OFFICE 9:00 – 11:00 | 3 |
| 5 | 6 FAIRBANKS FERRY 1:30 – 3:30 | 7 EBONY GARDENS 2:00 – 4:00 | 8 WOODVILLE IGA 9:30 – 11:30 HOLIFIELD ARMS 2:00 – 4:00 | 9 | 10 |
| 12 | 13 SPRINGFIELD APTS. 2:00 – 4:00 | 14 OAKRIDGE APTS. 9:30 – 11:30 ORANGE AVE APTS. 2:00 – 4:00 | 15 GRIFFIN HGTS 2:00 – 4:00 | 16 | 17 |
| 19 | 20 FORT BRADEN 11:30 – 1:30 | 21 SUAKOKO- VILLA 10:00 – 12:00 THE OAKS APTS. 2:00 – 4:00 | 22 MEADOWS MHC 2:00 – 4:00 | 23 PENSACOLA ST. POST OFFICE 9:00 – 11:00 | 24 |
| 26 | 27 CHAIRES 1:30 – 3:30 | 28 MICCOSUKEE 1:30 – 3:30 BOYS & GIRLS CLUB 4:00 – 6:00 | 29 | 30 | 31 |

| Nursing Monthly Report June 2002 | |
|--|-------------|
| Total # of Patients Served in Clinics | |
| Roberts & Stevens (# does not include WIC) | 1323 |
| Municipal Way (# does not include WIC) | 702 |
| TOTAL | 2025 |
| Communicable Disease Investigation | |
| Shigella | 1 |
| Lead | 0 |
| Hepatitis C | 26 |
| Giardia | 6 |
| Salmonella | 16 |
| Campylobacter | 0 |
| Meningitis-Neisseria | 0 |
| Hepatitis B | 2 |
| TOTAL | 51 |

| Day Care Inspections | |
|--|-----------|
| Centers re-licensed with 6/02 expiration | 13 |
| Technical Assistance visits | 1 |
| Centers with communicable disease | 2 |
| Complaint Investigation | 0 |
| TOTAL | 16 |
| Healthy Start | |
| Number of new infants assigned | 28 |
| Number of new mothers assigned | 40 |
| TOTAL New Assignments | 68 |
| School Screenings | |
| Vision | 0 |
| Hearing | 0 |
| Scoliosis | 0 |
| TOTAL Services | 0 |

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Students Working Against Tobacco (SWAT) Makes Presentation at the Youth Leadership Forum

The Leon County Health Department Tobacco Prevention Program participated in the Able Trust's Youth Leadership Forum on July 27, 2002. The Youth Leadership Forum features 50 student delegates with disabilities that have demonstrated leadership in their communities. This year, five Students Working Against Tobacco (SWAT) members discussed their successes as student leaders and activist at the Able Trust's Youth Leadership Forum. Leon High School SWAT President, Chris Roche, wanted the students to know that, "if youth alone can intimidate the tobacco industry, then SWAT is proof that youth can be effective leaders."

Organized by Nicole Payne, high school freshman and the Leon County SWAT representative, the SWAT protion of the Youth Leadership Forum will focus on the different levels of leadership within SWAT. Roche dicussed how SWAT operates in local schools, Payne explained the organization of SWAT at the county level and special guest speaker senior Adrian Abner, chairman of the Board for Florida SWAT, shared his experiences as a leader at the state level.

SWAT is a statewide organization led entirely by middle and high school students. Members designed and implement activities in their communities and schools and plan regional and statewide activities as well. The students involved with SWAT can share their experiences as leaders in their school, community and state to help empower the students participating in the Youth Leadership Forum.

BUSINESS:

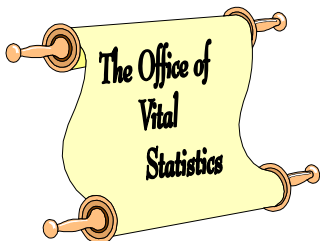
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To the Supervisor of Margie:

I would like to commend your employee Margie. She was so very courteous and helpful when I came by to pick up my Birth Certificate. She was very professional in her manner, but at the same time she made me feel at ease. She is a perfect example of professionalism and courtesy. She made my experience with Vital Statistics a very pleasant one.

Please give her a extra "Pat on the Back." THANK YOU, A CLIENT

JUNE 2002 COUNT



| | |
|---|-------|
| Resident Births | 652 |
| Non Resident Births | 343 |
| New Birth Certificates Sent To Jacksonville | 557 |
| Death Certificates issued | 1,285 |
| New Death Certificates Sent To Jacksonville | 168 |

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DENTAL



On June 18, 2002 the Leon County Commission voted to approve the use of it's property at 912 Railroad Avenue as a Public Health Dental Clinic. The 5,292 square foot building, which is located next to the train station, will be renovated using State funds which have been set aside specifically for this purpose. Preliminary designs for the clinic include 12 fully-equipped operatories, which will make this the largest public health dental facility in the state of Florida. It is tentatively scheduled to open in January of 2004.

| Clients Seen in June 2002 | |
|---------------------------|-------|
| 198 | TOTAL |

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Customer Satisfaction Committee

The new facilitator for this committee is current being oriented and a meeting has not been held since May 2002. Therefore, there are no updates for this particular committee.

Submitted by: Peggy Reinhardt

Committee Members: Amy Stevens, Awanda Delancey, Charlene DeMarco, Carolyn Christopher, Towana Bonnett, Corey James, Chris Douglas, Elaine Batson, and Janetta Simpson.

Diversity Committee

The committee met on July 12, 2002, with the Staff Satisfaction committee.

Submitted by: Kaleema Muhammad

Committee Members: Bob Hester, Mary Yeomans, Sylvie Grimes, Laurie Osgood, Justine Merck, Yolanda Miller, Dr. Kirsch, Shannon Mizelle, Julia Manciangli Samantha Hollimon, Bill Fagen, Claudia Treadwell, Frankie Mathews, and Suzanne Fields-Miller

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STAFF SUGGESTIONS FROM THE JULY GENERAL STAFF MEETING DISCUSSION OF THINGS TO DO WHEN DEALING WITH DIFFICULT PEOPLE

- Listen, allow venting, and gather information and clues as how to respond
- Maintain eye contact and body language
- Attempt to be non-judgmental
- Validate problem - give facts, benefits, and referrals
- Make the individual feel important
- Deal with the facts
- Remain calm - lower your voice, speak softly, be patient
- Review all pertinent information together

- You may defer the solution and tell the client that you will get back with them - Research the answer - don't BS acknowledge you don't know, be honest
- Allow the person to talk with the supervisor
- Provide the person with privacy
- Keep a good sense of humor
- Try to understand the client - acknowledge their feelings - understand their problem
- Follow through and reliability are very important
- Kill 'em with kindness
- Offer incentives
- Redirect confrontation with supporting reasons
- Diffuse the situation
- Get another person - supervisor or a co-worker, someone else to listen is helpful
- Speak at the level of the person/their language "talk person to person"
- Find a common ground to agree on
- Use a courteous title; Mr., Ms., Mrs.
- Try to use reverse psychology, use examples
- Apologize
- Know why, (legally) we do what we do
- Listen to client and try to determine if the client can read, if not offer help, read for them
- Check to see why it is taking so long to see client; be the clients advocate, work as a team together
- If client has been overlooked, quickly process paperwork and send them before other patients; explain to nurse the situation.
- If client is angry and causing a scene, try to move them from public area, talk softly, listen and offer alternatives
- Explain STD/HIV/TB to the patient and let them know why it is important that they be seen
- Don't take it personally



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FAVORITE RECIPES FROM STAFF: This is a new section being added to GEMS, and since my recent visit to Louisiana (Cajun Country) I thought I would be the first one to share one of my favorite recipes.

Crawfish Pie

| | | |
|------------------------|------------------------------|--------------------------|
| 1 stick butter | 1 can (large) Pet Milk | 1 cup onions |
| 2 pounds crawfish | 3 cloves garlic | 1 cup bell pepper |
| 1/2 cup celery | 1/2 cup cheddar cheese | 1/4 cup green onion tops |
| Four 9-inch pie shells | 1 can cream of mushroom soup | |

Preheat oven to 350F. Cooking time 45 minutes or until done. Sauté onions, butter, garlic, celery, onion tops, and bell peppers. Add Pet milk, cream of mushroom soup and two pounds of crawfish. Sauté a few minutes with all of the above. Add cheddar cheese and then pour into two pie shells. Top pies with the other two pie shells. Put six slits in each pie and bake for 15 minutes at 350F, then reduce to 300F until golden brown. Serves: 8

Please feel free to send in one of your favorite recipes for the next issue of GEMS.

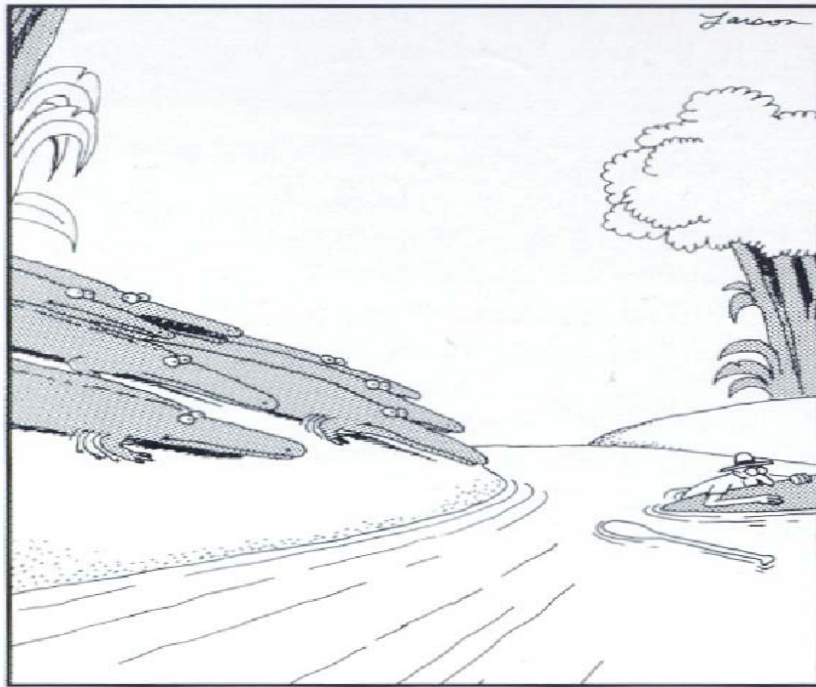
AUGUST BIRTHDAYS



Karalee Kleehammer 8/10 Rhiney Barnes 8/13
Betty Spindel 8/27 Rhonda Herndon 8/28

Annie Brown 8/18 Aimee Ashley 8/23
Dale Harrison 8/10 [Back to Top](#)

JUST FOR THE FUN OF IT



"Look at this mob. We'll be lucky if there's a seat cushion left."